

Town of Grafton



Winter Weather FAQ

Q: How can I get updates and the latest Town news on winter storms?





A: The Town uses Social Media to communicate information about the Town and weather events. Please visit the Town of Grafton webpage at www.grafton-ma.gov, the Town's Facebook page at https://www.facebook.com/TownofGraftonMA or sign up for CodeRed.

Q: What is CodeRed?



A: The Town uses CodeRed to notify residents by email, text or phone of urgent matters such as AMBER Alerts, hazardous traffic or road conditions and severe weather alerts. For more information and to sign up for CodeRed, click here: https://public.coderedweb.com/cne/en-us/DBE436C9AE80

Q: What's the easiest way to report a problem?

A: Using the SeeClickFix app is the most efficient, especially outside of normal business hours, over weekends or during holidays.

Q: What is SeeClickFix?



A: The Town uses SeeClickFix, a free mobile app, to track and respond to calls for Town wide service ranging from potholes to missed trash collection to traffic issues. For more information and to sign up, visit: www.seeclickfix.com

Q: What can I do to help?

A: Residents can help by heeding these basic suggestions:

- Check on your neighbors.
- Keep sidewalks, mailboxes and hydrants clear of snow and ice.
- Observe all winter parking restrictions.
- Remain off the streets during snow storms unless absolutely necessary.
- If you must drive, reduce your speed and drive cautiously.
- Do not allow children to make "snow forts" at edge of roads.

Please don't plow, blow or throw snow back into the road.

Q: How much snow has to accumulate before the Town begins plowing?

A: As a general rule, snowplowing operations begin when the snow accumulates two (2) inches or when forecasts indicate that it will.

Q. Why does the Town go out before the storm starts?

A. To pretreat roads and prevent snow packs. This uses less salt in the long run and reduces clean up time after the storm.

Q: Does the Town of Grafton have any winter parking restrictions?

A: The Town asks that you avoid parking in public places and along the roadside whenever a winter storm is forecasted.

Q: What are the penalties?

A: Article 12 of the Grafton Town By-Law states that any vehicle that interferes with the removal or plowing of snow may be ticketed and/or towed at the owner's expense by the Grafton Police Department.

Q. Grafton is a small town. Why the By-Law?

A. Parked cars on the roadway increases the number of hazards and adds to the time it takes to remove the snow.

Q: When is the By-Law Effective?

A: The By-Law goes into effect whenever inclement weather is forecasted.

Q: Where can I pick up sand?

A: Sand is available at the D.P.W. Highway Garage located at 27 Upton Street. It's a sand/salt combination. Please bring your own containers and tools.

Q: I know the Town offers free sand, but can we also get free salt?

A: Salt is not provided for residents, though it can be purchased at local retail outlets.

Q: A storm has been forecasted, but today is my scheduled pick-up day for trash/recycling. What should I do?

A: Residents are reminded not to place rubbish containers, recycling bins or trash bags in the roadway or sidewalk during winter storms. The D.P.W. is not responsible for any damage or clean-up of debris during plowing operations. For more information contact E.L. Harvey at 800-

321-3002 or online at www.elharvey.com. Information can also be found on the Town's Facebook page and if you have CodeRed you'll receive trash/recycling pick-up information.

Q: How does the Town decide which roads to clear first?

A: The Town has over 100 miles of streets and our focus is on the main routes and feeder streets first and then the side streets after that.

Q: The drivers plowed snow into my driveway. Are they going to remove it?

A: No. Clearing driveway openings is the responsibility of the property owner.

Q. Why do the plows push snow back at the corners?

A. Snow is pushed back at street intersections in order to preserve sight lines for drivers and pedestrians and for street drainage.

Q: There's a Town snowplow driving around during the storm with its blade up. Why isn't it plowing?

A: Please don't be misled by trucks riding with their plows up. They may be going in for fuel, repairs, headed to another assigned route or are not employed by the Town.

Q: I saw a Town snowplow parked in a restaurant parking lot during a bad snowstorm. Why was it there instead of on the streets working?

A: Good safety practices dictate that each driver should take a break every three hours; drivers also receive a 30-minute lunch break during their 8-hour shift.

Q: The street was plowed very narrow. Are they coming back?

A: Initially one path is plowed to open up the street. Then curb to curb plowing begins.

Q: Am I allowed to pass a snowplow?

A: There are no state laws that prohibit you from passing a snowplow. However, the action of passing can be extremely dangerous as the pavement conditions vary across the path taken to pass. The Town of Grafton strongly recommends against passing a snowplow.

Q: I keep hearing the term 'right-of-way'. What does that mean?

A: 'Right-of-way' is the term used to describe a section of land, including the road itself that lies between a Town road and the homeowner's property that the Town has access to for purposes of road maintenance and other necessary activities. Generally, the right-of-way ranges from 2'-10' from the edge of the pavement depending on location.

Q: Who is going to clear the snow from the hydrant in front of my house?

A: We ask that residents and business owners help out by keeping the hydrants in front of their property clear of snow. This simple step could save precious time during an emergency.

Q: The plow hit my mailbox and damaged it. What should I do?

A: The Town of Grafton does not repair or replace mailboxes damaged during routine snowplowing operations. Therefore, it is strongly recommended that mailboxes be inspected to insure that they are properly secured and the posts have sufficient strength to withstand the impact of plowed snow. However, if the plow and not the snow hits your mailbox, please use SeeClickFix to make us aware. Once all snow related priorities have been completed (which could take days depending on the severity of the storm) the Highway Superintendent will inspect any damage.

Q: The plow damaged the edge of my lawn. What should I do?

A: Whenever possible, the Town tries to repair any roadside lawn damage caused by the plows. Please note that repairs of this type are normally done during the spring months. Use SeeClickFix to report any issues or contact the Public Works office at 508-839-5335 x1124.

Q: The Post Office has told me they will not deliver mail because of the snow in front of the mailbox. What will the Town do?

A: The clearing of the sidewalks around mailboxes is the responsibility of the property owner.

Q. Do sidewalks receive the same priority as streets?

A. No. The roads are always plowed first. Only certain sidewalks are plowed when the storm has ended.

Q: How long does a property owner have to clear snow and ice off the sidewalk in front of their house?

A: In general, the Town asks that residents try to have their sidewalks cleared within 24 hours after the storm ends.

Q: I'm a Senior Citizen and need assistance shoveling my sidewalk. Who can help?

A: The Grafton Senior Center has a list of volunteers and helpers that can assist you. Please contact them at 508-839-5335 x1147 prior to any storms to make arrangements.

Q: The storm caused a tree branch to fall into the road. Who should I call?

A: Please use SeeClickFix or call the Public Works Department at 508-839-5335 x1171.

Q: There's a tree or limb that has fallen on the power lines. Who should I notify?

A: Instances like this fall under the jurisdiction of the utility company and not the Town of Grafton. We ask that you use SeeClickFix or, in the event of an emergency, contact the Grafton Police Department at 508-839-2858.

Q: Who should I contact if someone is plowing or shoveling snow into the street?

A: Please use SeeClickFix or contact the Grafton Police Department at 508-839-2858.

Q: Does the Town of Grafton have an emergency shelter?

A: Yes. It is located at the Grafton Municipal Center, 30 Providence Road in Grafton. Those that have CodeRed will receive notification should the shelter open. If you require a ride to the shelter call the Grafton Police Department at 508-839-2858.